

Andy Teal

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Targeting Entry-Level Position

- Upcoming XYZ University graduate offering a strong academic with internship experience.
- Consistently recognized for troubleshooting skills and cost-effectively resolve challenging issues.
- Quickly learn and master new technology; equally successful in both team and self-directed settings; and proficient in a range of computer systems, languages, tools and testing methodologies.

EDUCATION

XYZ University – Sometown, MA Bachelor of Science – GPA: 3.7/4.0	Degree expected 5/09
Student Helpdesk Technician XYZ University – Sometown, MA	2007 to Present

- Provide networking/desktop support and perform mainframe and account maintenance tasks. Earned commendations for teamwork, flexibility and work excellence in providing IT support to students and faculty.

EXPERIENCE

Sales Representative

ABC Retail Co.	2005 to 2008
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- Leveraged strengths in persuasive communications and consultative sales to earn a reputation as a top sales performer for both retailers (including multiple top 10 rankings out of a 100-member sales force).

Intern

ABC Company – Sometown, MA	2007 to 2008
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- Handled technical troubleshooting within an enterprise environment, including system crashes, slow-downs and data recoveries. Engaged and tracked Priority 1 issues, with responsibility for the timely documentation, escalation (if appropriate), resolution and closure of trouble tickets.

AVAILABLE FOR RELOCATION & TRAVEL
